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Intellectual Property Law Group**Verizon Corporate Services Group Inc**

To: U.S. Patent and Trademark Office – From: Christian R. Andersen
MAIL STOP: Amendment Sr. Paralegal – Intellectual Property
Examiner: Hector A. AGDEPPA
Group Art Unit: 2642
Confirmation No.: 8366

Fax: 703-872-9306 Pages
with 23
Cover:

FORMAL SUBMISSION OF:

- 1) Transmittal Letter; and 2) Amendment.

Title: METHOD AND SYSTEM FOR CALL CENTER SCREENING
Serial No. 09/692,926
Filing Date: October 20, 2000
First Named Inventor: Douglas J. COWELL
Atty. No. 00-5019

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:


Christian R. Andersen

Date of Transmission: June 8, 2005

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Attorney Docket No. 00-5019

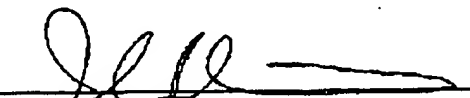
Application No.: 09/692,926

Please grant any extensions of time required to enter this response and charge any additional required fees to our deposit account 07-2347.

Respectfully submitted,
VERIZON CORPORATE SERVICES GROUP
INC.

Dated: June 8, 2005

By:


Joseph R. Ralmieri
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Customer Number 32127

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PATENT
Customer No. 32,127
Attorney Docket No. 00-5019

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	
)	
Douglas J. COWELL et al.)	Group Art Unit: 2642
)	
Application No.: 09/692,926)	Examiner: Agdeppa, Hector A
)	
Filed: October 20, 2000)	Confirmation No.: 8386
)	
For: METHOD AND SYSTEM FOR)	
CALL CENTER SCREENING)	

MAIL STOP AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

AMENDMENT

In response to the Office Action mailed March 8, 2005, the period for response thereto extending through June 8, 2005, Applicants request that this application be amended as follows:

Amendments to the Claims are reflected beginning on page 2 of this paper.

Remarks/Arguments begin on page 16 of this paper.